

# Policies, General Information & Proof of Residence

## Transfer / Withdrawal / Refund Policy

- **Withdrawal / Refund** requests must be submitted in writing to the Recreation Division Office no less than 5 business days before the first day of class.
- No refund issued for Withdrawal / Refund requests submitted less than 5 business days before the first day of class.
- **Transfer** requests, if space is available, must be submitted in writing to the Recreation Division Office no less than 3 business days before the first day of class.
- No transfer will be granted for requests submitted less than 3 business days before the first day of class.
- All Transfer / Withdrawals / Refunds will be assessed a \$10 processing fee.
- No refund or make-up classes will be issued for any missed class/camp.

## Age/Birth Date

To register, participants must be the required minimum/maximum age by the first day of class. All participants 17 years of age or younger must provide their date of birth. Proof of age may be required.

## Behavior Violation

Participants receiving 3 behavior violations will be removed from the specific program. A partial class refund may be granted at the discretion of the program supervisor.

## Late Pick-up

Parents/guardians arriving late to pick up their child from any recreation program will be assessed a \$6 fee per 15 minutes late. Participants receiving 3 late pick-up fees will be removed from the specific program.

## Class Attendance

Registration is required in order to attend or participate in a class. No registration is accepted in class. Fees are not prorated and no make-up classes are offered for missed classes.

## Class Cancellation

Classes not meeting minimum registration levels will be cancelled. Participants will be notified approximately 3 business days before class begins and issued a full refund, or be eligible to transfer to another class if space is available. Participants transferring will be responsible for any additional fees.

## Proof of Mountain View Residency

One proof of residence must be submitted with your registration once per year. All proofs of residence must match the name and address on the registration form. Acceptable forms of proof include one of the following:

- Valid/Current California Driver's License or Identification
- Recent bill (no more than 2 months old) from PG&E, water, cable/internet provider, cell phone, credit card, or car insurance.
- Current Car Registration
- Current Rental Agreement
- The Following are NOT Acceptable Proofs of Residence: Post Office Boxes, personal checks, letters, or flyers.

## Multiple Registrations

In order to be equitable to everyone, multiple family registration forms will not be accepted during walk-in registration. Registration forms belonging to other families will be processed in the same manner as drop-off registrations.

## Waitlist

Your name will be placed on a waitlist if your first or alternate class choices are full. Once an opening becomes available, the first person on the waitlist will be contacted and given a 24 hour deadline to submit their registration and payment. If registration/payment is not submitted by the given deadline, your name will be removed from the waitlist and the next person on the list will be contacted.

## FAP Recipients

Refer to the Recreation Activity Guide, page 2, for additional FAP information and policies.